Social Care & Inclusion
Scrutiny and Performance Panel

29 January 2015

Replacement Social Care Management System - Mosaic

Ward(s)   All

Portfolios: Cllr D Coughlan

1)   **Background and current position**

There will be one implementation of Walsall's new Mosaic system to be utilised by Children's and Adult's Social Care practitioners. The joint sponsors of the programme – David Haley and Keith Skerman are committed to joint working across their Directorates on this implementation to share learning, skills and resources to contribute to a joint implementation of the system in the new financial year.

The Mosaic programme team have identified a number of work streams to support implementation of the system. There is clear governance of the programme through a Board that meets bi-weekly, chaired by David Haley and an Operational Steering Group directed by Assistant Directors Tony Griffin and Terry Hawkins.

The programme work streams cover the activity as set out in table 1 below. Each has designated programme delivery staff, business leads covering practitioner and performance expertise, together with Corelogic's implementation project resources:

Table 1: Mosaic Work Streams

ICT Environment to support the new system	Hardware to support the new Mosaic system Desktop environment including printing and scanning Solution to support ongoing access to archived information
Mosaic System Functionality	System based configuration, aligned to the Adult Social Care Operating Model Reporting requirements for management and performance, statutory returns purposes Interfaces from/to Mosaic (e.g. automatic transfer of financial information)
Data Cleansing and Data Migration	Systematic approach to improving quality of 'live' case files prior to migration Identification of systems and data which is required to be transferred to Mosaic
Testing	Full end to end testing of all elements of the system
Training	Provision of training for everyone who will use the system dove tailed with practice improvements and the creation of 'business as usual' training provision.
Communications	Managing key messages to all stakeholders
Support for the System	Post go live support resources and expertise

Progress to date

Mosaic system development is aligned to primary Adult Social Care priorities, including the Care Act implementation. The system is being developed to support the business to undertake its activity in the most effective way, which is systematically evidenced and contributes to improved user outcomes.

As the programme has progressed and detailed analysis and understanding of the work streams has developed, a clearer understanding of the breadth of activity required to achieve a safe and successful transition to the new system has become more apparent.

Most recently, there has been significant change in the Project Management and Delivery Team. The Project is now being led by Council staff with less need for commissioned consultants.

Table 2 below summarises the progress made to date in the following areas:

ICT Environment to support the new system	New hardware and software has been installed with system environments being made available for test, train, production, reporting and disaster recovery functionality.
Mosaic System Functionality	21 January 2015 handover to Corelogic for Adult Social Care system build. This date will be followed up by an underpinning financial activity development on 29 January 2015. Post 21 January 2015 'handover', Corelogic will advise of build time line, at which point a series of play back presentations will be scheduled to present workflows back to the business. The underpinning financial development will also be aligned to play back presentations. Users of the system have been identified and worker roles are being developed, this will include access and security.
Data Cleansing and Data Migration	Cleansing of current case file information within the existing Paris system has commenced, technical staff have identified data fields and IT systems other than Paris which will be need to be transferred into Mosaic.
Testing	A testing plan is in development, this will include learning from Children's Services testing.
Training	E-learning training is being scheduled to commence imminently across Adult Social Care (called Me Learning), as a basic introduction to the system. Further training will be provided, based on dedicated training across operational areas.
Communications	Regular news items are posted on the intranet, personal emails to staff.
Support for the System	The business is reviewing the type of support resource needed once the system is implemented.

There will be greater functionality available in the new system, than has previously been available to social care practitioners, financial advisers, managers and performance teams. There will also be a reduction of subsidiary systems, as Mosaic becomes Adult Social Care primary system, including the development of financial transactional processing.

2) **Reason for scrutiny**:

2.1 To provide an update on the implementation of a new electronic social care management system for Adult Social Care, to replace the current Paris system.

3)   Recommendations:

That:

- The Scrutiny and Performance Panel are recommended to note the contents of this report.

4)   **Background papers**:

4.1 None

5)   **Resource and legal considerations**:

5.1 The programme cost model has been developed with Finance and is reviewed regularly by the Programme Board.

6)   **Citizen impact**:

6.1 Whilst there will be no initial disruption to or impact upon citizens, the replacement social care management system will enable improved performance management and will be the primary electronic tool, enabling increased utilisation of business intelligence to inform business decisions.

7)   **Environmental impact**:

7.1 None.

8)   **Performance management**:

8.1 The opportunity to enhance performance management arrangements will be presented with the implementation of the new social care system.

9)   **Equality Implications**:

9.1 This is currently in progress.

10) **Consultation**:

10.1 Consultation was undertaken as part of the procurement exercise and engagement will continue with all stakeholders throughout the implementation, as detailed in the communications plan, which has been produced as part of the programme.

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